



**Tax Compliance Representative**  
**Agency Code – 4699 Class Code – 86951**  
**Business Taxes Representative**  
**Agency Code: 5599 Class Code: 86901**  
**Compliance Representative**  
**Agency Code: 7299 Class Code: 86191**

**This multi-level examination is for:**

**4699-8695-8PB14 TAX COMPLIANCE REPRESENTATIVE**  
**7299-8619-8PB15 COMPLIANCE REPRESENTATIVE**  
**5599-8690-8PB13 BUSINESS TAXES REPRESENTATIVE**

<b>Department(s):</b>	Employment Development Department Board of Equalization Franchise Tax Board
<b>Opening Date:</b>	9/27/2009 3:30:00 PM
<b>Closing Date:</b>	Continuous
<b>Cut-off Date:</b>	7/6/2015
<b>Type of Examination:</b>	Multiple Departmental Open
<b>Salary:</b>	MONTHLY-RANGED-SALARY - \$3,106.00 to \$4,670.00
<b>Employment Type:</b>	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
<b>Exam Type:</b>	State-wide

**EEO**

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

## DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

## WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for nine (9) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

## FILING INSTRUCTIONS

Final File Date: Continuous

Where to apply:

Click on the Link at the bottom of this page.

## SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the State Personnel Board, Examinations Unit at (866) 844-8671, TTY (916) 654-6336, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones, or at (800) 735-2922 from voice phones.

## ELIGIBLE LIST INFORMATION

An open merged eligible list will be established by the State Personnel Board for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires 12 months after it is established.

Competitors must then then retake the Training and Experience Evaluation to reestablish eligibility.

## EXAMINATION INFORMATION

### TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list (s), a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

## MINIMUM QUALIFICATIONS

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other pattern to meet the total experience requirement.

### TAX COMPLIANCE REPRESENTATIVE- EMPLOYMENT DEVELOPMENT DEPARTMENT

#### EITHER I

One year of experience in the California state service performing tax compliance duties as a Program Technician II in the Employment Development Department, the Franchise Tax Board, or the Board of Equalization; Or

One year of experience in the California state service performing Medi-Cal overpayment recovery duties as a Program Technician II in the Department of Health Services.

#### OR II

Six months of experience in the California state service performing Medi-Cal overpayment recovery duties as a Management Services Technician, Range B, in the Department of Health Services.

#### OR III

**Experience:** One year of experience in one or a combination of the following:

1. Management activities, as owner or manager of a business, in the marketing, distribution, or sale of merchandise, which requires broad public or customer contacts; Or
2. Activities as a credit manager, loan officer, or field collector with responsibilities involving the approval of loans or credit or the collection of delinquent accounts; Or
3. Tax compliance experience in a governmental agency. And

**Education:** Equivalent to completion of two years (60 semester hours or 90 quarter units) of college, which must include at least one course each in basic accounting and business or commercial law. Students in their second year of college will be admitted to the examination, but must produce evidence of completion before they can be considered eligible for appointment. (Applications must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.) Additional experience may be substituted for the required general education on a year-for-year basis. No substitution is permitted for the specific course work required.

#### OR IV

Equivalent to graduation from college, which must include at least one course each in basic accounting; business or commercial law; and one course in either economics, business administration, or public administration. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Applications must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.)

## **BUSINESS TAXES REPRESENTATIVE -BOARD OF EQUALIZATION**

Education: Completion of at least four college-level courses, given by an approved collegiate-grade residence institution, which includes the equivalent to completion of: (1) two professional level courses in elementary and/or intermediate accounting; (2) one course in either business or commercial law; and (3) one course in either economics, business mathematics, or English.

**and**

**Either I**

Experience: Six months of experience in the California state service in the class of either Management Services Technician, Range B, or Program Technician III performing tax compliance duties at the Employment Development Department, the Franchise Tax Board, or the State Board of Equalization, or performing Medi-Cal overpayment recovery duties at the Department of Health Care Services.

**Or II**

Experience: One year of experience in the California state service in the class of Program Technician II performing tax compliance duties at the Employment Development Department, the Franchise Tax Board, or the State Board of Equalization, or performing Medi-Cal overpayment recovery duties at the Department of Health Care Services.

**Or III**

Experience: One year of experience in one or a combination of the following:

- a. As the owner or manager of a business performing management activities in the marketing, distribution, or sale of merchandise, which requires broad public or customer contact; or
- b. As a credit manager, loan officer, or field collector performing duties with responsibilities involving the approval of loans or credit or the collection of delinquent accounts; or
- c. Performing tax compliance duties in another governmental entity.

(Experience in the California state service applied toward this pattern must include six months at a level equivalent to the Management Services Technician, Range B, or Program Technician III, or one year at a level equivalent to the Program Technician II.) and

Education: Equivalent to completion of two years (60 semester or 90 quarter units) of college. (Additional experience may be substituted for the required general education on a year-for-year basis. No substitution is permitted for the specific course work required.) (Applicants who will complete the required education during the current quarter or semester will be admitted to the examination; however, evidence of successful completion of the curriculum and prescribed courses must be produced before being considered eligible for appointment.)

**Or IV**

Education: Equivalent to graduation from college (registration as a senior student in a recognized institution will admit applicants to the examination; however, evidence of successful completion of the curriculum and the prescribed courses must be

produced before being considered eligible for appointment.)

## **COMPLIANCE REPRESENTATIVE, FRANCHISE TAX BOARD**

### **Either I**

Six months of experience in the Franchise Tax Board performing tax compliance or debt collection duties as a Tax Technician, Range B, Franchise Tax Board.

### **Or II**

One year of experience in the Franchise Tax Board performing tax compliance or debt collection duties in a class equivalent in level to Tax Program Technician I.

### **Or III**

Experience: One year of experience, or the equivalent, in one or a combination of the following:

1. Management activities, as owner or manager of a business, in the marketing, distribution, and sale of merchandise, which requires broad public or customer contacts. **OR**
2. Activities as a credit manager, loan officer, or collector with the responsibilities involving the approval of loans or credit or the collection of delinquent accounts. **OR**
3. Tax compliance or debt collection experience in a governmental agency comparable in responsibility to that of a Tax Technician, Franchise Tax Board, in the California State Service.

### **AND**

Education: Equivalent to completion of 60 semester or 90 quarter units of college, which must include at least one course each in basic accounting or Federal or State taxation and business or commercial law. Students who have completed at least 30 semester or 45 quarter units of college will be admitted to the examination, but must produce evidence of completion of the 60 or 90 units before they can be considered eligible for appointment. (Applicants must indicate the following regarding the courses: Title, number of units, name of institution, and completion date.) Additional experience may be substituted for the required general education on the basis of one year of experience being equal to 30 semester or 45 quarter units. **No substitution is permitted for the specific course work required**

### **Or IV**

Equivalent to graduation from college, which must include at least one course each in basic accounting or Federal or State taxation and business or commercial law; and one course in either economics, business administration, or public administration. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Applicants must indicate the following regarding the required courses: Title, number of units, name of institution, and completion date.)

Persons who will complete course work requirements outlines under Patterns III and IV above during the current quarter or semester will be admitted to the examination, but they must produce evidence of successful completion of the curriculum and the prescribed courses before they may be considered eligible for appointment.

## POSITION DESCRIPTION

**The Tax Compliance Representative (TCR) Franchise Tax Board,** is an entry-level classification. The TCR is trained in the use of automated accounting systems as well as tax laws, rules and regulations, employment tax enforcement activities, unemployment/disability insurance overpayment provisions, outreach and/or advisory assignments, status and wage provisions of the Unemployment Insurance code (UIC). The TCR learns methods to contact and interview employers/individual's financial status and ability to pay. The TCR evaluates and determines the employers/individuals financial status and ability to pay. TCR's are responsible for taking voluntary and involuntary collection actions to obtain compliance with the UIC. TCR's learn unemployment/disability insurance overpayments or employment taxes. TCR's make field calls to enforce the provisions of the UIC and to conduct personalized consultations. The TCR advises and educates businesses on reporting and payment requirements, as well as specific payroll tax issues affecting them, performs account adjustments, and determines the taxability of payments and/or services under the provisions of the UIC. The TCR prepares, organizes, and conducts marketing, education and outreach activities for both external and internal customers.

**Compliance Representative, Franchise Tax Board –** This is the recruiting/training and journey level in this series. Under close supervision, incumbents learn all phases of debt collection or tax compliance, law, rule, and regulation administration; perform all aspects of compliance work; and perform technical, staff, or administrative functions related to the enforcement program. Incumbents may also act in a lead capacity for paraprofessional staff.

**Business Taxes Representative, Board of Equalization** provides assistance to taxpayers to ensure compliance with tax laws, collect delinquent taxes, and perform a variety of compliance and collection functions.

## EXAMINATION INFORMATION

Separate open, merged eligible lists will be established for the Board of Equalization, Employment Development Department, and Franchise Tax Board. The names of successful competitors will be merged onto each eligible list in order of final scores regardless of test date. Eligibility expires 12 months after it is established, however, competitors may retest in nine (9) months in order to establish a new score.

## KNOWLEDGE AND ABILITIES

The application/questionnaire measures the following areas, determined through a careful job analysis, to be important for success on the job.

Education

Preferences

Life Experience

Analytical and Numerical Skills  
Collection Skills  
Communication Skills  
Interpersonal Skills  
Personal Computer Skills

### **Tax Compliance Representative, Employment Development Department**

**Knowledge of:** Methods and problems of organization, administration, and management; commercial law, business practices, and financial record keeping; types of business organizations; basic accounting practices; provisions of State and tax laws administered; rules of evidence, preparation of evidence, and court procedure; interviewing techniques; methods used by violators in evading tax liability; investigation techniques and sources of information used in locating persons, methods used and remedies available for the collection of taxes; and functions of Federal, state and local tax, regulatory and law enforcement agencies.

**Ability to:** Apply the required knowledge; communicate effectively; learn; interpret, and apply provisions of the California tax laws, rules and regulations administered by the Employment Development Department, State Board of Equalization or Franchise Tax Board; analyze situations accurately and take effective action; use tact and good judgment in dealing with the public and public officials under stressful conditions; independently conduct complex investigations and detect or verify suspected violations; work cooperatively with other enforcement agencies; read and write English at a level required for successful job performance; and learn and operate automated equipment.

### **Compliance Representative, Franchise Tax Board**

**Knowledge of:** Basic accounting practices; types of business organizations; basic business practices and management; and commercial law.

**Ability to:** Apply the required knowledge; communicate effectively; interpret and apply provisions of California laws, rules, and regulations administered by the Franchise Tax Board; analyze situations accurately and take effective action; and use tact and good judgment in dealing with the public under stressful conditions.

### **Business Taxes Representative, Board of Equalization**

**Knowledge of:** Methods and problems of organization; administration, and management; and commercial law, business practices and financial record keeping.

**Ability to:** Apply the required knowledge; communicate effectively; interpret and apply provisions of the tax laws, rules and regulations administered by the State Board of Equalization; analyze situations accurately and take effective action; and use tact and good judgment in dealing with the public under stressful situations.

## **VETERANS PREFERENCE**

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, Veterans who have achieved permanent civil service status are not eligible to receive veterans

preference credits.

## CAREER CREDITS

Career Credits will not be added to the final score of this examination.

## CONTACT INFORMATION

If you have any questions concerning this examination or announcement, please contact:

State Personnel Board

Employment Service Center

801 Capitol Mall

Sacramento, CA

95814, at (866) 844-8671 or TTY (916) 654-6336.

## SPECIAL REQUIREMENTS

### **Tax Compliance Representative, Employment Development Department**

**Must** be able to qualify for a fidelity bond; be willing to work long and irregular hours and in various locations throughout the State; and have keenness of observation, persistency, imagination and tact.

Must have an aptitude for collection work, be willing as a learner to do routine or detailed work and demonstrate a capacity for development.

## GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate's responsibility to contact the testing department three weeks after the Final Filing Date if he/she has not received his/her notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), State Personnel Board offices, and local offices of the Employment Development Department.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must mark the appropriate box on the application and contact the testing department.

**Hiring Interview Scope:** In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification <link to class spec>.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Veterans' Preference Points:** California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at [www.spb.ca.gov](http://www.spb.ca.gov) or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

## TAKING THE EXAM

**When you click the link below, you will be directed to the Training and Experience Eval  
the end of the Training and Experience Evaluation, it will be instantly scored.**

[Click here to go to the Examination](#)